

For Immediate Release

TRAI Assesses Network Quality Across Kolkata Telecom district (TD) and parts of 24 Parganas (North & South) Districts in Kolkata TD in the State of West Bengal under Kolkata Licensed Service Area (LSA)

The Telecom Regulatory Authority of India (TRAI) released its Independent Drive Test (IDT) findings for the Kolkata LSA, covering extensive city routes of Kolkata Telecom district (TD) and parts of 24 Parganas (North & South) Districts in Kolkata TD in the month of November 2025. The drive tests, conducted under the supervision of the TRAI Regional Office, Kolkata, were designed to capture real-world mobile network performance across diverse usage environments- Urban Zones, Institutional Hotspots, business areas, residential areas etc.

Between **10th November 2025 and 15th November 2025**, TRAI teams conducted detailed tests across Kolkata TD and parts of 24 Parganas (North & South) Districts in Kolkata TD in the state of West Bengal covering 308.1 Km of city drive test, 10 Hotspot locations and 2.6 Km of walk test. Technologies evaluated included 2G, 3G, 4G, and 5G, reflecting the service experience of users across multiple handset capabilities. The findings of the IDT have already been intimated to all the TSPs concerned.

Key Parameters Assessed:

- a) **Voice Services:** Call Setup Success Rate (CSSR), Drop Call Rate (DCR), Call Setup Time, Call Silence Rate, Speech Quality (MOS), Coverage.
- b) **Data Services:** Download/Upload Throughput, Latency, Jitter, Packet Drop Rate, and Video Streaming Delay.

The overall mobile network performance in Kolkata TD and parts of 24 Parganas (North & South) Districts in Kolkata TD is summarized below:

Call Setup Success Rate- Airtel, BSNL, RJIL and VIL have call setup success rate of 99.81%, 96.53%, 100.00% and 99.63% respectively in Auto-selection mode (5G/4G/3G/2G).

Drop Call Rate Airtel, BSNL, RJIL and VIL have drop call rate of 0.19%, 2.46%, 0.00% and 0.37% respectively in Auto-selection mode (5G/4G/3G/2G).

5G Data Services delivered maximum average download speed of 273.82 Mbps and maximum average upload speed of 43.96 Mbps in city drive.

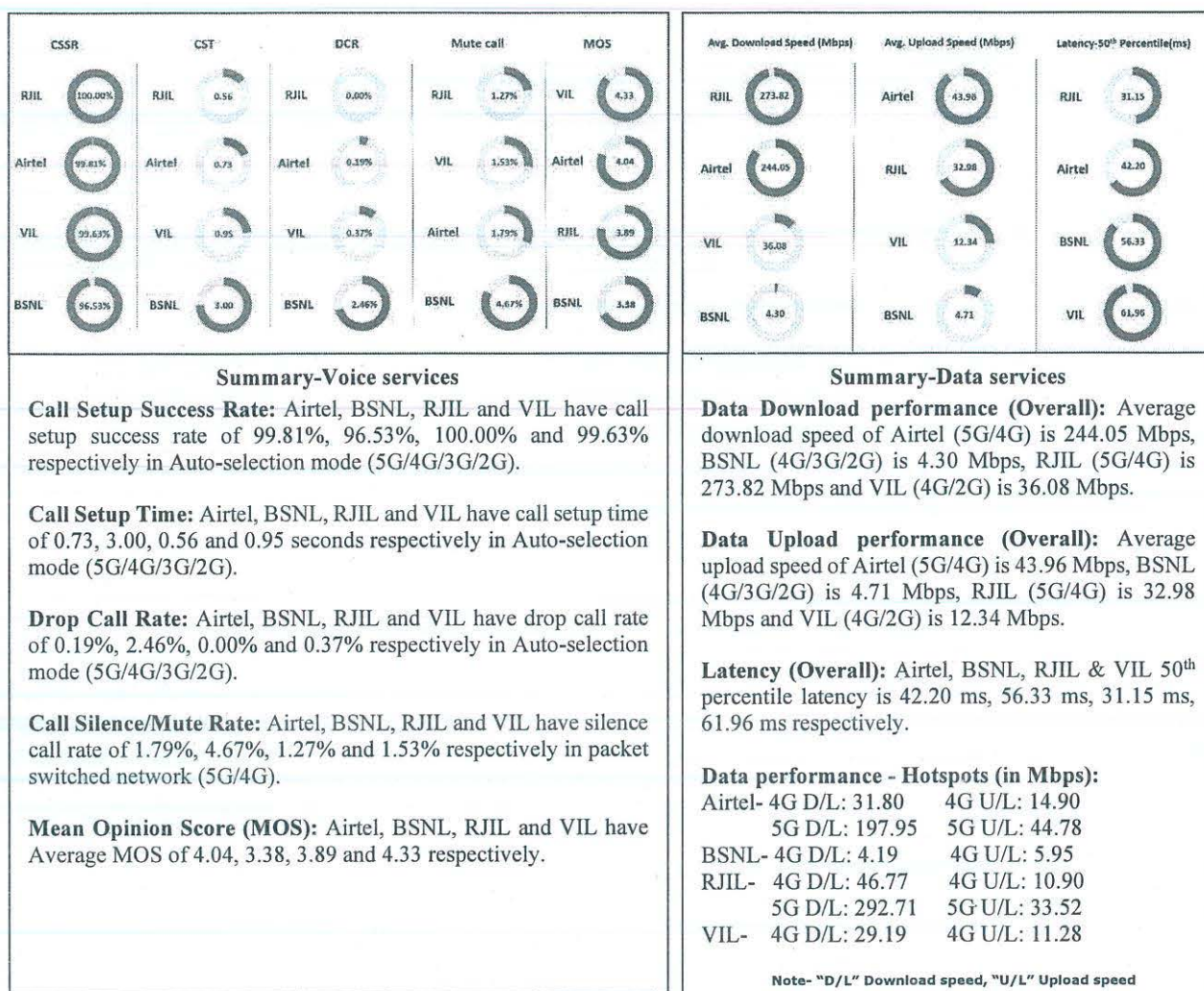
The poor Signal Strength in auto-selection mode (5G/4G/3G/2G) has been observed for 0.24%, 7.89%, 0.19% & 1.07% of the total IDT route in case of Airtel, BSNL, RJIL & VIL respectively.

In **Kolkata TD and parts of 24 Parganas (North & South) Districts in Kolkata TD**, the assessment included the areas of - Amtala, Bibirhat, Maheshtala, Joka, Baruipur, Rajpur Sonarpur, Bantala, Hatisala, Vedic Village, New Town, Rajarhat, Salt Lake, Madhyamgram, Barasat, Barrackpore & Khardaha etc. TRAI also evaluated real-world

conditions at (i) Adamas University Barasat; (ii) Barasat Champadali Bus Stand; (iii) Baruipur Super Speciality Hospital Baruipur; (iv) Eco Park Major Arterial Road Newtown; (v) Indian Institute of Management Calcutta; (vi) Karunamoyee Bus Terminus Bidhannagar; (vii) Narayana Hospital Mukundapur Market, Nitai Nagar Santoshpur; (viii) Nicco Park HM Block Sector IV Bidhannagar; (ix) Science City JBS Haldane AVE Mirania Gardens Topsia; (x) Ultadanga Hudco More, through **static testing** and at (i) College of Medicine & Sagar Dutta Hospital Kamarhati; (ii) JIS University Agarpara; (iii) Kolkata Railway Station, through **walk-test**.

Performance against key QoS parameters:

CSSR: Call Setup Success Rate (in %), **CST:** Call Setup Time (in seconds), **DCR:** Drop Call Rate (in %) & **MOS:** Mean Opinion Score



The tests were conducted using TRAI suggested equipment and standardised protocols in real-time environments. The detailed report is available at TRAI website www.trai.gov.in. For any clarification/information, Shri Kaushik Mukherjee, Advisor (Regional Office, Kolkata) TRAI may be contacted on email: adv.kolkata@trai.gov.in or at Tel. No. +91-33-22361401.


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